

The exam consists of Six pages.

Answer all of the questions and assume any missing data

Choose the most suitable answer

- (1) Communications is the process of
(A) speaking & listening (B) creating shared understanding (C) explaining your self
(D) listening
- (2) What is the most used method in communication?
(A) Writing (B) Reading (C) Speaking (D) Listening
- (3) The quality of a conversation depends mainly on
(A) how good do you speak (B) how long it takes (C) how good do you listen (D) how good is the objective
- (4) To perform a good conversation means
(A) to achieve a shared thinking with the other person (B) to take the lead in the conversation
(C) to convince the other person (D) to listen all the time to the other person
- (5) Performing a good conversation is a.....
(A) life skill (B) talent (C) hobby (d) none of that
- (6) A conversation context includes
(A) your clothing (B) the place (C) the relation to the other person (D) your good behavior
- (7) To solve the problem of having some assumptions before starting a conversation
(A) Ignore it (B) Make a counter assumption (C) Question it (D) None of that
- (8) Which of the following is true regarding the relationship between a conversation parties?
(A) Dynamic (B) Not important (C) Depends on the conversation time
(D) Permanent
- (9) Our relationship defines the of our conversation.
(A) length (B) success (C) importance (D) limits
- (10) It is good for your conversation to success to assume that you are... to the other person
(A) higher in power (B) easier person (C) with no assumption regarding power (D) close in power
- (11) Your status in a conversation is the we grant to another person in relation to us

(A) level (B) power (C) respect (D) disrespect

(12) People often give permission in code, for example to give permission we may

(A) stop talking (B) keep talking (C) leave (D) smile

(13) The reward power is the ability to

(A) punish people (B) inspire people (C) prize people (D) None of that

(14) Coercive power is the ability to

(A) punish people (B) inspire people (C) prize people (D) None of that

(15) Referent power is the ability to

(A) punish people (B) inspire people (C) prize people (D) teach people

(16) A role is a set of that people expect of us

(A) rules (B) actions (C) power actions (D) inspiration acts

(17) Being a mediator is a

(A) informal role (B) formal role (C) position (D) none of that

(18) According to Belbin's list of roles for management which role is equivalent to shaper

(A) Coordinator (B) Critical thinker (C) Team leader (D) Implementer

(19) Which of the following is considered a second stage thinking?

(A) Why are we interested in this? (B) What do we want to achieve? (C) How would someone else see it? (D) What might it mean?

(20) First stage thinking outcome is

(A) project plan (B) ideas (C) solutions (D) transforming reality into language

(21) A sample first stage thinking question is

(A) What are we are looking at? (B) What shall we do? (C) What is the next step? (D) How do evaluate it?

(22) Which is true about non-verbal communication?

(A) A bad way of communication (B) Can be practiced easily (C) Try to avoid (D) More honest than verbal ones

(23) Which of the following is a non-verbal language?

(A) The music of our voice (B) The gestures we use (C) The way we move our eyes
(D) All of them

(24) Depersonalizing a critical message.....

(A) emphasizes your brilliance (B) reduces the negative impact of your critical comments (C) helps assess your own emotional control (D) all of that

- (25) Non-verbal messages are ambiguous because
- (A) it is continuous (B) it has no fixed dictionary (C) everything is happening at once (D) concentrating is hard
- (26) The most important things to manage in non-verbal communication
- (A) talking speed (B) head movement (C) eye contact (D) Hands movements
- (27) Rubbing hands as an non-verbal move means
- (A) pride (B) disbelieve (C) Anticipation (D) Negative evaluation
- (28) Why people ignore first stage thinking?
- (A) Because they are smart (B) Because problems are frightening of facing problems
(C) Because they are lazy (D) Because they are in a hurry
- (29) The S in the WASP conversation model stands for
- (A) Solve (B) Stream (C) Structure (D) Supply
- (30) In the WASP conversation model, answering the question "why us?" is performed in which phase
- (A) Welcome (B) Acquire (C) Solve (D) Part
- (31) In the WASP conversation model, information gathering is performed in which phase?
- (A) Welcome (B) Acquire (C) Solve (D) Part
- (32) A conversation for possibility, in equivalent toin the WASP conversation model?
- (A) Welcome (B) Acquire (C) Solve (D) Part
- (33) A conversation for relationship: key questions
- (A) Is this a good idea? (B) How we can solve it? (C) What do you see that I can't see?
(D) All of them
- (34) To handle a conversation for possibility we may
- (A) watch non-verbal actions (B) talk friendly (C) ask how can we understand each other?
(D) break the problem into parts.
- (35) In a conversation for possibility, it will be good to
- (A) criticize the other person (B) challenge what the other person says. (C) show that it is decision time (D) All of that
- (36) The bridge from possibility to opportunity is
- (A) conversation skills (B) working hard (C) thinking (D) measurement
- (37) A conversation for action is where we
- (A) explore the problem (B) set a road map (C) introduce our selves (D) collect data

- (38) You know that a conversation is going too slow
- (A) when parallel conversations start (B) feelings take over (C) people stop asking questions
(D) when one person is talking most of the time
- (39) You know that a conversation is going too fast
- (A) when questions dry up (B) when parallel conversations start (C) when people show signs of weariness
(D) when one person starts to dominate the conversation
- (40) Conversations can go too fast because
- (A) too much analysis is going on (B) questions dry up (C) people get tired (D) assumptions are not clarified
- (41) If you feel that the conversation is going fast you can
- (A) Ask open questions (B) give a summary (C) ask for new ideas (D) ask for a time plan
- (42) If you are asking permission to move into new territory, you might
- (A) talk very slow (B) silence before speaking (C) speak in a polite way (D) talk very fast
- (43) Non-verbal behavior that indicate refusal could be
- (A) smiling (B) nodding (C) leaning forward (D) evading eye contact
- (44) Opinions are
- (A) things that are always true (B) ideas got cold (C) hot ideas (D) what I see
- (45) Arguingyou finding new ideas
- (A) helps (B) prevents (C) encourages (D) inspire
- (46) The ladder of inference is used to
- (A) win a conversation (B) know people better (C) avoid arguing (D) express your power
- (47) The second rung of the ladder of inference is used to
- (A) take actions (B) make assumptions (C) understand data (D) select data
- (48) The fourth rung of the ladder of inference is used to
- (A) take actions (B) infer meaning (C) understand data (D) make a belief
- (49) To climb down the ladder of inference from doing an action we may
- (A) start nodding (B) leave the meeting (C) argue the action (D) How would this affect...?
- (50) Metaphors means
- (A) transfer (B) help (C) use (D) visualize
- (51) The quality of your conversation depends mainly on the quality of your
- (A) writing (B) speaking (C) listening (D) understanding

- (52) Real listening means
 (A) stop talking (B) shut down your own thinking for a while (C) acting politely (D) replying to the other person points
- (53) Listening well means
 (A) to advice others (B) to stop talking (C) helping the other person to realize their ideas (D) all of the above
- (54) Mostly, people interrupt because they
 (A) like deep analysis (B) like talking (C) think the answer is more important than the problem (D) None of that
- (55) It is better if you don't value somebody's ideas.
 (A) don't hold conversations with them (B) hold conversations with them (C) pay attention to them (D) encourage them
- (56) The best questions is a question that
 (A) create an argument (B) criticize in hidden way (C) opens up the other person's thinking (D) find faults to solve it
- (57) Leading questions is a question that
 (A) Put the answer into the other person's mouth (B) Help you to take the lead in the conversation. (C) Build on an earlier question (D) Cannot be answered 'yes' or 'no'.
- (58) you discuss an issue with your employee, a good question will be
 (A) why you don't work well? (B) what if you are in my position? (C) what if you do it in a scientific way? (D) what if you listen to me from the beginning?
- (59) One good thing to do during the interview
 (A) recording your comments (B) answer the unsaid questions (C) ask about the salary (D) criticize your old employer
- (60) the second code in the IEEE code of ethics concerns with
 (A) conflict of interest (B) rejecting bribery (C) honesty (D) Environment
- (61) It is better in the presentation to
 (A) ask the audience (B) keep saying jokes (C) give the details (D) focus on few ideas
- (62) You decide to make a presentation if
 (A) you are a good speaker (B) you are selling something (C) you want to inspire your audience (D) you have important information to say
- (63) The R in the SPQR model stands for
 (A) reaction (B) reply (C) repeat (D) response

- (64) Rehearsal could be consider as a
(A) reality check (B) performance (C) form of acting (D) waste of time
- (65) Your employee make a mistake
(A) I will ignore that (B) I will fire him (C) I will ask him to explain (D) I will punish him
- (66) As part of being tactful
(A) Keep eye contact (B) Never ask question (C) Never blame in public (D) Always forgive
- (67) You are not happy with your employee idea, you may say
(A) I don't agree (B) I think this is wrong (C) You looks like you didn't understand the problem (D) I will be silent
- (68) Critical comments
(A) should be said with positive comments (B) will provide correction (C) better to avoid (D) must be said
- (69) your kid broke a glass you better say
(A) you always make this mistake (B) Why did you do this? (C) What can I do with you (D) Please clean it
- (70) Assuming that everything you do is perfect
(A) help me being confident (B) make me feel better (C) halt career (D) help others respect you

Best Wishes, Sherif Kishk